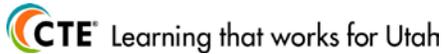


Utah Career and Technical Education Career Pathway

2018-2019 School Year



CTSO Information
 Career and Technical Student Organizations (CTSO) align with the national Career Clusters® and the Utah CTE Career Pathways.

Students who participate in the Customer Service and Management Career Pathway choose among the following CTOS, depending upon what is available at their school.

DECA | FBLA | FCCLA

Workforce Trends
 During the next decade a growing number of personal financial advisors will be needed to assist the millions of workers who are expected to retire.

In Utah, employment personal financial advisors is projected to increase 4.4 percent annually through the year 2024.

Career Cluster: Business Management & Administration

Career Pathway: Customer Service & Management

CORE CODE	FOUNDATION COURSES (required)	CREDITS	
37.01.00.00.025	Customer Service	.50	1.00 credit
32.02.00.00.200	Economics	.50	
ELECTIVE COURSES			
32.02.00.00.010	Accounting 1	.50	2.00 credits
32.02.00.00.140	Business Management	.50	
32.01.00.00.001	Business Mathematics and Personal Finance	1.00	
32.02.00.00.220	Entrepreneurship	.50	
41.00.00.00.030	Workplace Skills	.50	
		3.00 credits for completion	

** This course satisfies the .50 Financial Literacy requirement.

Career and Technical Education provides all students access to high-quality, rigorous career-focused programs that result in attainment of credentials with labor market value.

Customer Service & Management is:
 > High demand

Sample Occupations Requiring:
High School Diploma
 > Claims Correspondence Clerk
 > Credit Checkers
 > Customer Services Representative

Certificate
 > N/A

Assoc. or Technical Degree
 > Account Representative
 > Consumer Advocate
 > Dispute Resolution Analyst

Baccalaureate Degree
 > Budget Analyst
 > Career and Technical Education Teacher
 > Credit Counselor
 > Financial Manager
 > Personal Financial Advisor

Graduate or Prof. Degree
 > Economist

Student Testimonial
 "Taking Business Management sparked my interest to pursue a business degree. Currently, I hold a management position at Utah's Hogle Zoo while obtaining my Masters of Business Administration (MBA). Taking advantage of the CTE program ultimately helped to pinpoint my career trajectory."
 Andrew Nadauld

HIGH SCHOOL TO POSTSECONDARY EDUCATION AND TRAINING

There are a number of options for education and training beyond high school, depending on your career goals.

12th Grade	1-Year Certificate	2-Year Associate or Technical Degree	4-Year Bachelor's Degree	More Graduate or Prof. Degree
Certificates are awarded upon the successful completion of a brief course of study, usually one year or less. Upon completion of a course of study, a certificate does not require any further action to retain. In high school a variety of certificates can be earned.		An academic degree is an award for the completion of a program or course of study over multiple years at postsecondary education institutions. In 2015-2016, 73 percent of secondary students who concentrated in a CTE Career Pathway placed in postsecondary education, advanced training, military service or employment (October 1-December 31).		

Utah Business and Industry Facts
 Economists are found in state and federal businesses throughout Utah. According to the Utah Department of Workforce Services, the annual median salary of an economist is \$78,260.

CTE Skill Certificates

Competency-based student assessments, measured by core standards and competencies needed to be successful in the workforce.

UtahFutures: College and Career Planning

Visit UtahFutures.org for salary projections, labor market demand, and training options.

In 2016-2017, 105,691 CTE skill certificates were awarded to high school students. Students' knowledge and performance is demonstrated as part of the Skill Certificate process.

In 2016-2017, the graduation rate for students who concentrated in a CTE Career Pathway was 95 percent, compared to Utah's statewide graduation rate of 86 percent.